

LRS Project Summary

We are very excited with the success of the LRS pilot operations and look forward to the continued success of the LRS project as we head into full implementation/rollout. LRS continues operating in our 12th week of Production Pilot operations. Overall, the LRS has achieved 99.9% availability, and continues to meet performance service levels in online and search transactions. Eligibility Determination Benefit Calculation (EDBC) response times are slightly above target. A set of performance enhancements have been identified and this area continues to be monitored very closely.

A few fast facts regarding the current status of the Pilot are below:

- LRS is currently handling approximately 8% of the County's caseload
- In the first three months since going live, LRS has:
 - Received over 20,000 applications
 - Issued over \$60 million in benefits
 - Processed over 25 million online transactions
 - Recorded 99.9% uptime
- Pilot Operations Include
 - Two offices plus GAIN/GROW Regions
 - Rancho Park and South Central
 - Converted 624 Million Records
 - 558,260 Persons
 - 529,101 Cases
 - 187,831 Active
 - 341,270 Inactive

Preparation for rollout, along with staff training of an additional 6 district offices and their GAIN/GROW regions are underway with a target go-live date of February 23, 2016. Network, infrastructure and site readiness activities are underway, along with implementation monitoring, planning and support activities. These project activities will continue throughout most of 2016 in support of 5 rollouts scheduled to occur in 2016; one rollout occurring each month during the months of February, April, June, August and September. After Countywide implementation is complete, LRS will be used by nearly 16,000 users to serve 3.2 million clients, and will issue \$3.5 billion benefits annually.